## **UNITED** STATES PATENT AND TRADEMARK OFFICE

APPLICANT:

Mark C. Pace et al.

APPLICATION NO.:

09/782,616

FEB 2 7 2004

FILING DATE:

February 22, 2001

TITLE:

Automated Service Scheduling System

**EXAMINER:** 

Scott E. Jones

**GROUP ART UNIT:** 

3713

ATTY. DKT. NO.:

19538-05563

## **CERTIFICATE OF MAILING**

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Dated: Feb. 23, 2004

By: Robert A. Hulse, Reg. No.: 48,473

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## SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT Under 37 CFR §§ 1.56 and 1.97-98

SIR:

Pursuant to the provisions of 37 CFR §§ 1.56 and 1.97-98, enclosed herewith is modified form PTO/SB/08A listing references for consideration by the Examiner. Enclosed is a copy of each listed reference that may be material to the examination of this application, and for which there may be a duty to disclose.

The filing of this Supplemental Information Disclosure Statement shall not be construed as a representation regarding the completeness of the list of references, or that inclusion of a reference in this list is an admission that it is prior art or is pertinent to this application, or that a search has been made, or as an admission that the information listed is, or may be considered to be, material to patentability, or that no other material information exists, and shall not be construed as an admission against interest in any manner.

This Supplemental Information Disclosure Statement is being filed:

within three months of the filing date of the application, or date of entry
into the national stage of an international application, or before the mailing
date of a first office action on the merits, whichever event last occurred;

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Ш			alling of a first official action after the filing of a request for
<b>5</b> 7			amination (RCE) under 37 CFR § 1.114;
$\boxtimes$			onths of the filing date of this national application or the date
		•	e national stage in an international application, or after the
		-	of the first official action on the merits, whichever event last
		-	before the mailing date of the first to occur of either: (1) a
			nder 37 CFR §1.113; or (2) an action that otherwise closes
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				attached here	to is th	e fee set	forth u	nder 37	CFR §	§1.17(p) f	or
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		applica	ation No	o. APPLICAT	ION N	O., filed	on DA	re fili	ED, and	d the refe	rences
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		and th	e comm	unication was	not rec	eived b	y any in	dividua	l desig	nated in 3	37 CFR
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		Filing Date	-	February 1	12, 2001	
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		Examiner Nar	ne	Scott E. Jo	ones	
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Attorney/Reg. No.: Robert A. Hulse, Reg	. No 47,483			Dated:	Feb. 23, 2004	]
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	Substitute for	form 1449/	VPTO	Complete if Known			
INFO		ı Die	CLOSURE	Application No.	09/782,616		
				Filing Date	February 12, 2001		
STATEMENT BY APPLICANT				First Named Inventor	Mark C. Pace et al.		
				Art Unit	3713		
				Examiner Name	Scott E. Jones		
Sheet	1	of	1	Attorney Docket Number	19538-05563		

U.S. PATENT DOCUMENTS							
		Document No.					
Examiner Initials*	Cite No.1	Number – Kind Code <sup>2</sup> (if known)	Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document			
	A8	US-5,611,730	03-18-1997	Weiss			
	A9	US-5,844,808	12-01-1998	Konsomo et al.			
	A10	US-5,006,983	04-09-1991	Wayne et al.			
		US-					

			FOREIGN PA	ATENT DOCUMENTS	
		Foreign Patent Document			
Examiner Initials*	Cite No.1	Country Code <sup>3</sup> – Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	T <sup>6</sup>
	B5	WO 00/41104	07-13-2000	Gaon, Yair	

Examiner Initials*	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T⁵
	C2	European Search Report/EP 01 30 9350.	
	C3	GARWOOD G.J. et al., "Work Management System," British Telecommunications Engineering, London, GB, Vol. 10, No. 3, October 1, 1991, p. 204-210.	
	C4	LESAINT D., et al., "Dynamic Workforce Scheduling For British Telecommunications PLC," Interfaces, Institute of Management Sciences, Providence, US, Vol. 30, No. 1 January 2000, p. 45-56.	

Examiner Signature	Date Considered	

<sup>\*</sup>EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609.

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